

# **Exhibit V**

**Filed Under Seal Pursuant to  
Protective Order dated October 16, 2019  
(ECF No. 464)**

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**From:** Smith, Andrew J  
**Sent:** Wednesday, February 13, 2013 9:45 AM  
**To:** Roos, Isaac D; Travis, Maura P  
**Subject:** FW: Price for Life REVISED NUMBERS L Q CONSUMER  
**Attachments:** pfl\_revised.xls

**Importance:** High

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**From:** McCain, Mike G  
**Sent:** Wednesday, February 13, 2013 11:45 AM  
**To:** Smith, Andrew J  
**Subject:** FW: Price for Life REVISED NUMBERS L Q CONSUMER  
**Importance:** High

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**From:** Bock, Lisa J  
**Sent:** Wednesday, February 13, 2013 11:43 AM  
**To:** McCain, Mike G; Burkhardt, Ron S  
**Cc:** Martin, Jennifer M  
**Subject:** Price for Life REVISED NUMBERS L Q CONSUMER  
**Importance:** High

total	2966232
price lock	513225
pfl	479473
none	1973534

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**From:** McCain, Mike G  
**Sent:** Wednesday, February 13, 2013 10:37 AM  
**To:** Bock, Lisa J  
**Subject:** RE: Price for Life

Perfect! Thanks!

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**From:** Bock, Lisa J  
**Sent:** Wednesday, February 13, 2013 10:37 AM  
**To:** McCain, Mike G; Burkhardt, Ron S  
**Subject:** RE: Price for Life

Q Consumer

total	5004830
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price lock	1072525
price for life	768188
none	3164117

Attaching revised excel

**From:** Mccain, Mike G  
**Sent:** Wednesday, February 13, 2013 10:31 AM  
**To:** Burkhardt, Ron S; Bock, Lisa J  
**Subject:** RE: Price for Life

I'm still waiting to get those numbers...

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**From:** Burkhardt, Ron S  
**Sent:** Wednesday, February 13, 2013 10:31 AM  
**To:** Bock, Lisa J; Mccain, Mike G  
**Subject:** RE: Price for Life

Mike,  
How close is this to the numbers you already had?

Ron Burkhardt  
Product Operations - Reporting Architecture

CenturyLink  
5454 West 110th Street  
Mailstop: KSOPKJ0402  
Overland Park, KS 66211-1204  
Phone: 913-345-6125

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**From:** Bock, Lisa J  
**Sent:** Wednesday, February 13, 2013 10:30 AM  
**To:** Mccain, Mike G; Burkhardt, Ron S  
**Subject:** RE: Price for Life

5004830 is all customers with the GRL EHU EHX for consumer (so all HIS customers) in Q

I am putting in the dis fid description on the excel spreadsheet right now so you can sort by price lock or price for life

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**From:** Mccain, Mike G  
**Sent:** Wednesday, February 13, 2013 10:27 AM  
**To:** Bock, Lisa J; Burkhardt, Ron S  
**Subject:** RE: Price for Life

Please help me understand where the 5,004,830 number would go? Is that residential price lock only in Q?

**For Q:**

How many broadband customers do we have?

- Bus: By SOHO vs. Enterprise
- Res: Total broadband lines

Of both categories, how many are price lock, price for life, regular

**For CenturyTel:**

How many broadband customers do we have by legacy company?

- Bus: By SOHO vs. Enterprise if at all possible
- Res: Total broadband lines
- How many are Madison River by each segment

Of both categories, how many are price lock, price for life, regular

At this point, I don't need the raw data, I just need counts.

**From:** Bock, Lisa J  
**Sent:** Wednesday, February 13, 2013 10:20 AM  
**To:** Burkhardt, Ron S  
**Cc:** Mccain, Mike G  
**Subject:** RE: Price for Life

Consumer cris counts by account.

**From:** Burkhardt, Ron S  
**Sent:** Wednesday, February 13, 2013 8:42 AM  
**To:** Bock, Lisa J  
**Cc:** Mccain, Mike G  
**Subject:** FW: Price for Life  
**Importance:** High

Lisa,

He needs the numbers asap can you look at the L-Q ones to see if you can get the totals?

**Ron Burkhardt**  
Product Operations - Reporting Architecture

CenturyLink  
5454 West 110th Street  
Mailstop: KSOPKJ0402  
Overland Park, KS 66211-1204  
Phone: 913-345-6125

**From:** Mccain, Mike G  
**Sent:** Wednesday, February 13, 2013 8:36 AM  
**To:** Burkhardt, Ron S  
**Subject:** RE: Price for Life  
**Importance:** High

Ron,

I'm sorry, but I really need help with the data. It looks like Rich is out this morning, and I really need to have the numbers ASAP.

**For Q:**

How many broadband customers do we have?

- Bus: By SOHO vs. Enterprise
- Res: Total broadband lines

Of both categories, how many are price lock, price for life, regular

**For CenturyTel:**

How many broadband customers do we have by legacy company?

- Bus: By SOHO vs. Enterprise if at all possible
- Res: Total broadband lines
- How many are Madison River by each segment

Of both categories, how many are price lock, price for life, regular

At this point, I don't need the raw data, I just need counts.

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**From:** Burkhardt, Ron S  
**Sent:** Tuesday, February 12, 2013 5:45 PM  
**To:** Christian, Lorna; Martin, Jennifer M; Bock, Lisa J  
**Cc:** McCain, Mike G; Swartwood, Rich  
**Subject:** RE: Price for Life

Lisa,

Here are the rest of the codes for the P4L

Ron Burkhardt  
Product Operations - Reporting Architecture

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5454 West 110th Street  
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**From:** Christian, Lorna  
**Sent:** Tuesday, February 12, 2013 5:44 PM  
**To:** Martin, Jennifer M

**Cc:** Burkhardt, Ron S; Mccain, Mike G  
**Subject:** RE: Price for Life

Yes – I have this Term Commitment Document I updated the numbers in May last year and have the P4L plans tagged with \* or \*\* HSI Consumer Term Commitments we have a few we should pull down we have no customer on them.

Here are the actual P4L

D20802**	2-year term w/Price for Life
D20803**	2yr P4L Employee Discount
D30602*	2-year term - 3rd Quarter 2006
D30603*	New 24-mo term EMPLOYEE RATE
D30604*	2-Yr Term Com-3Q06 Loyalty ALT ISP AZ/NE 1.5 & 640 are P4L all other speeds not P4L
D30605*	2-Yr Term Com-3Q06 Save ALTISP AZ/NE EMP 1.5 & 640 are P4L all other speeds not P4L
D30606*	AOL Term HSI (only tier 2 1.5M is P4L)
D30616*	2-year term - 3rd Quarter 2006
D30617*	New 24-mo term EMPLOYEE RATE
D30618*	2-Yr Term Com-3Q06 Loyalty ALT ISP only 1.5 & 640 are P4L all other speeds not P4L
D30619*	2-Yr Term Com-3Q06 ALT ISP EMP only 1.5 & 640 are P4L all other speeds not P4L
D40608**	2-year term w/Price for Life
D40609**	2yr P4L Employee Discount
D40610**	2-year term w/Price for Life
D40611**	2-Yr Term Com w/Price for Life 4Q06-1Q08 ALT ISP EMP 2/24/08
D40612**	2-year term w/Price for Life
D40613**	2-year term w/Price for Life employee
D40616**	2-year term w/Price for Life
D40617**	2-Yr Term Com 4Q06-1Q08w/Price for Life ALT ISP AZ/NE EMP
D40618**	2-Yr Term Com 4Q06-1Q08w/Price for Life ALT ISP AZ/NE
D40619**	2yr P4L Employee Discount

**From:** Martin, Jennifer M  
**Sent:** Tuesday, February 12, 2013 1:33 PM  
**To:** Christian, Lorna  
**Cc:** Burkhardt, Ron S; Mccain, Mike G  
**Subject:** Price for Life  
**Importance:** High

Hey Lorna-

Segment is looking to size what money we could make (gap closure) by adding a new surcharge/fee. We have it in Ensemble today...it is called Broadband Cost Recovery fee. It is \$0.99 monthly recurring charge that applies to all hsi customers.

Clearly we cannot apply to the embedded base 5yr PL, 3yr PL, 2yr PL or P4L. Segment is looking to size...can you provide the P4L DIS that we need to exclude (they scare me!).

5yr PL: D80034, D80040, D80044 D41044

3yr PL: D80045, D80048

2yr PL: D80049

Thanks!

Jennifer Martin  
Product Operations  
CenturyLink  
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